

AMENDMENTS TO THE CLAIMS

The following is a complete, marked-up listing of revised claims with a status identifier in parenthesis, underlined text indicating insertions, and strike through and/or double-bracketed text indicating deletions.

LISTING OF CLAIMS

1. (Currently Amended) A method for linking an audio file to a database, the method comprising:

requesting a client to provide a client identifier during a communication with the client through a communication link, the client identifier corresponding with a client's financial account ~~record~~ in a database;

obtaining the client identifier from the client;

accessing the client's financial account ~~record~~ in the database using the client identifier;

interacting with the client in the communication through the communication link;

recording, in response to accessing the client's financial account ~~record~~ through the communication link, an audio interaction including a financial inquiry by the client in the communication in an audio file;

storing the audio file on a recording media; and

linking the audio file to the client's financial account ~~record~~.

2. (Currently Amended) The method according to claim 1, wherein the linking step includes storing a pointer to the audio file in a field of the client's financial account ~~record~~.

3. (Currently Amended) The method according to claim 1, wherein

the storing step comprises storing the audio file in an analog format on an analog recording media; and

the linking step comprise

digitizing the audio file;

storing the digitized audio file in a digital recording media; and

storing a pointer to the digitized audio file in a field of the client's
financial account ~~record~~.

4. (Currently Amended) The method according to claim 1, wherein

the storing step comprises storing the audio file in an analog format on an
analog recording media; and

the linking step includes

digitizing the audio file; and

storing the digitized audio file in a field of the client's financial account
~~record~~.

5. (Previously Presented) The method according to claim 1, wherein the storing
step comprises storing the audio file on a tape.

6. (Previously Presented) The method according to claim 1, wherein the storing
step comprises storing the audio file on a CD-R.

7. (Previously Presented) The method according to claim 1, wherein the storing
step comprises storing the audio file on a semiconductor memory.

8. (Currently Amended) A method according to claim 1, further comprising:

accessing a field in the client's financial account ~~record~~, the field having a
pointer to the audio file, wherein the pointer identifies a location where the audio
file is stored on the recording media; and

accessing the location on the recording media identified by the pointer.

9. (Original) The method according to claim 8, wherein the audio file is a digital audio file.

10. (Original) The method according to claim 8, wherein the recording media is a tape.

11. (Original) The method according to claim 8, wherein the recording media is a CD-R.

12. (Original) The method according to claim 8, wherein the recording media is a semiconductor memory.

13. (Previously Presented) The method according to claim 1, wherein,
the communication includes a telephone call; and
the recording step comprises recording at least a portion of a conversation that takes place over the telephone call.

14. (Previously Presented) The method according to claim 1, wherein the recording, storing, and linking steps are performed responsive to the communication dealing with a predefined criteria.

15. (Previously Presented) The method according to claim 1, wherein the communication comprises a telephone call initiated by a client.

16. (Currently Amended) A method for linking an audio file to a database, the method comprising:

requesting a client to provide a client identifier during a communication with the client through a communication link, the client identifier (i) corresponding with a

client's financial account record in a database and (ii) identifying one of a plurality of clients;

obtaining the client identifier from the client;

accessing the client's financial account record in the database using the client identifier, the client's financial account record containing information relating to an account of the identified client;

interacting with the client in the communication through the communication link;

recording, in response to accessing the client's financial account record through the communication link, an audio interaction including a financial inquiry by the client in the communication in an audio file;

storing the audio file on a recording media having stored thereon one or more audio files relating to additional clients; and

linking the audio file to the client's financial account record.

17. (Previously Presented) The method according to claim 16, further comprising:

storing the date on which the audio file was recorded as part of the audio file.

18. (Currently Amended) The method according to claim 16, further comprising:

storing a pointer associated with the audio file within the client's financial account record, the pointer identifying a location on the recording media where the associated audio file is stored.

19. (Currently Amended) A database system comprising:

a database containing a plurality of client's financial accounts records; and

a processor configured to identify an audio file which is linked to a client's financial account record in the data base, the audio file being stored on a recording media, the client's financial account record being accessible using a client identifier provided by a client during a communication with the client through a communication link, the audio file containing an audio portion including a financial inquiry of the

communication by the client which is recorded in response to accessing the client's financial account record through the communication link.

20. (Currently Amended) The system according to claim 19, wherein the database further contains,

a pointer associated with the audio file and identifying a location on the recording media where the associated audio file is stored, the pointer stored within the client's financial account record of the client associated with the audio file.

21. (Previously Presented) The system according to claim 20, wherein the audio portion is selectively recorded in the audio file after a criterion is met.

22. (Previously Presented) The system according to claim 21, wherein the criterion includes at least one of particular records, particular accounts, and an amount of money exceeding a selected amount.